About e-FRRO

Advisory

e-FRRO involves completely online application submission and document upload, for which no facilitation is required by any intermediary / agents etc. The foreign nationals are required to apply online by themselves. It is advised not to believe or fall in trap of any middlemen/agent that claim speedy/express grant of e-FRRO and charge money for it. For any clarification or doubt, you may contact FRRO Support Centre.

Salient Features

- Services from comfort of your home.
- No need to visit FRRO/FRO office.
- Online Payment.
- Convenient and Time Saving.
- Exclusive Dashboard for User friendly experience.

What is e-FRRO?

- Online FRRO Service delivery mechanism without requirement of visiting FRRO/FRO office. No requirement of taking appointment and visiting FRRO/FRO office unless specifically called upon by the FRRO/FRO.
- Web based application aimed to build centralized online platform for foreigners for visa related services. Its key objective is to provide **Faceless, Cashless** and **Paperless** services to the foreigners with user friendly experience.
- Using this application, foriegners are required to create their own USER-ID by registering themselves. Afterwards, they would apply online through registered user-id for various Visa and Immigration related services in India viz. Registration, Visa Extension, Visa Conversion, Exit Permit etc, without any hassle and obtain the service(s) without coming to FRRO office.
- The necessary immigration/Visa document e.g. Registration Permit/Certificate (RP/RC), Visa Extension Certificate etc will be sent by post on the address mentioned. It would also be electronically sent to the foreigner to his registered email ID.
- Foreigners would not be required to mandatorily visit FRRO/FRO office for grant of service. However, in certain exceptional cases, the foreigner will be intimated to visit the FRRO/FRO on scheduled date and time for interview.

How to Apply?

User Creation

Create User-id/Password by registering online into our portal.

User Authentication

Valid Email ID and Mobile Number in India is mandatorily required for obtaining the One Time Password (OTP). Foreigners should register with their own email ID and provide valid Mobile Number in India for receiving OTP and other status updates/alerts at various stages of processing.

Login with Valid credentials

Once user-id/password is successfully created, the foreign national can submit online application by selecting the appropriate service and uploading the requisite documents.

Online Application Submission and Document Upload

The application form should be carefully filled and any errors should be avoided. Further, necessary documents and photograph should be uploaded online in the designated format. The application would not be successfully submitted unless the documents and photographs are uploaded online successfully.

Successful Submission of Application

The application would be scrutinized by Visa Officers only if the application has been successfully submitted. Upon scrutiny, necessary instructions with regard to application i.e. Fee Payment, Correction of Selected/desired Service, re-uploading of documents etc would be conveyed to the Foreigner through email/SMS alerts.

Online Fee Payment

The foreigner would be intimated to deposit the requisite fee, if any, for the service. The fee has to be deposited online through Bank Payment gateway available on the portal. Amount of fee would be intimated through email/sms alerts.

Status Updates/Alerts

The foreigner can track the status of the application through our portal. For any clarification, our Support Centre can be contacted.

Service Granted/Rejected

Upon Grant/Rejection of service, the same would be intimated to the foreigner. His/Her RC/RP etc would be sent through email or it can also be downloaded from our portal by signing in.

## Exigency/Emergency Scenarios

The foreigner can approach the concerned Civil Authority i.e. FRRO/FRO office directly in case of exigency/emergency. Upon satisfaction of the case, the services can also be granted directly at the FRRO/FRO level. Make sure that services granted are electronic and not manual. You may face hurdles at the Immigration Check Posts in case of manual services.

Important Instructions

1. e-FRRO is presently applicable for foreigners in the jurisdiction of FRROs: Delhi, Mumbai, Chennai and Bengaluru.
2. e-FRRO is mandatory for availing services at the above FRROs.
3. Services would be granted at FRRO/FRO office only in case of exigency/emergency.
4. The foreigner is required to appear for interview if any, at scheduled time/date, as intimated by FRRO through email/sms alerts.
5. Foreigner should check their inbox daily for email alerts.
6. Foreigner would be liable for prosecution/fines as per Indian laws, for any delay in fee payment/document upload/interview etc.
7. This service is not applicable for diplomats/officials who are under jurisdiction of CPV Division, Ministry of External Affairs.
8. Foreigners are encouraged to upload documents and photographs in good quality.
9. Foreigners should use their own email id to ensure data privacy and data security as important communication would be sent to your email.
10. Services rendered though e-FRRO can be cancelled by the Civil Authority any time, upon field enquiries and verification. Cancellation would be duly intimated to the foreigner and necessary action, as per Indian Laws, would be taken against the foreigner.

Document Requirment

1.   Photo and Document(s) upload are mandatory.
2.   First use the **Online Application Submission** option then upload photo and required document(s).
3.   Only one copy of each document type has to be uploaded.
4.   Scanned documents should be in PDF format.
5.   Single supporting document can have multiple PDFs. The maximum size of each PDF should be 1 MB.
6.   Only completely filled application along with photo and document(s) is available for appointment.
7.   Only permanently saved application is available for Re-Printing.
8.   Photo Requirements:
a.   Format - jpg
b.   Size - Maximum 1 MB
c.   Photo should present Full face, front view, eyes open
d.   Center head within frame and present full head from top of hair to bottom of chin
e.   Background should be plain light colored or white background
f.   No shadows on the face or on the background
g.   Bring same photo along with application form.
h.   Upload Photo in passport size (3.5 x 3.5 cm or 3.5 x 4.5 cm)
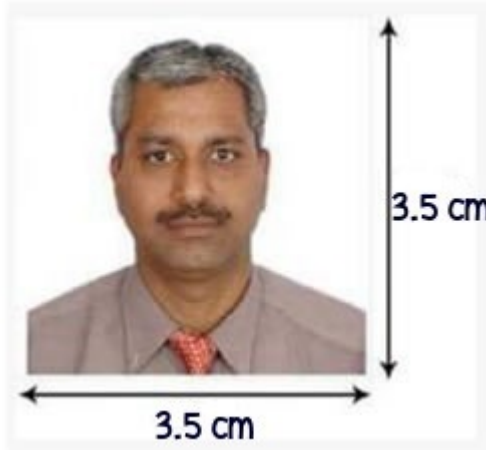
or
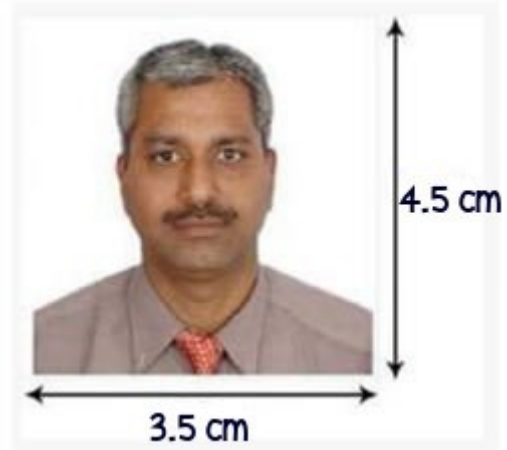
i.   Without borders
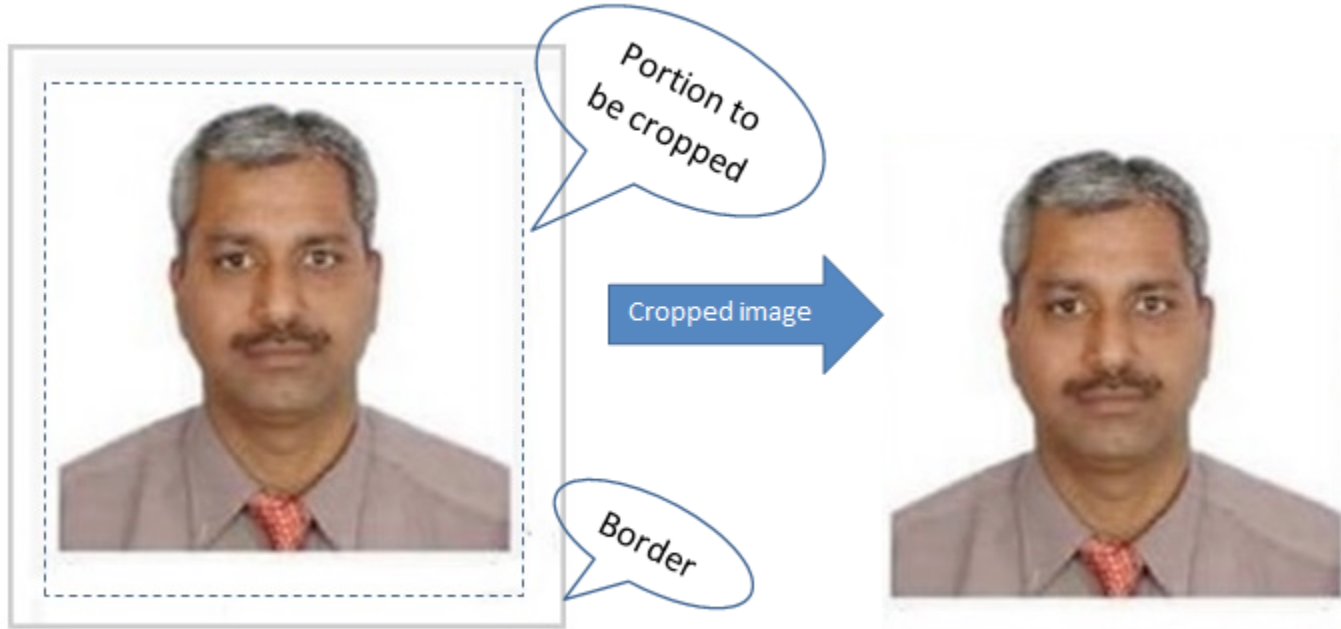
SBI Payment: FAQ

1.   What is SBIePay?.

SBIePay is the Payment Aggregator service of State Bank of India which provides multiple payment options on a single payment page for the convenience of applicants. SBIePay has enabled Debit and Credit issued by MasterCard and VISA.

2.   What are all the payment modes available on SBIePay payment page?

SBIePay facilitates online payments all Credit and Debit Cards issued by MasterCard and VISA.

3.   Are transactions on SBIePay secure?

SBIePay is certified with Payment Card Industry Data Security Standard (PCI DSS) ver 2.0 certified, which reinforces our promise of security. The payment system fully supports 3DSecure - Verified by Visa and MasterCard Secure Code, wherever it is applicable. Further SBIePay is secured using Secure Sockets Layer (SSL) encryption which ensures that payment information never sent over the Internet unencrypted and cannot be viewed by unauthorised individuals.

4.   **Can International payments be processed?**

SBIePay has enabled international card issued by MasterCard and VISA both with and without 3D Secure authentication.

5.   **How a customer/applicant can understand that payment has been made successfully?**

The applicant after filling details on https://indianfrro.gov.in/ and clicks 'Pay Now'. The applicant is redirected to SBIePay payment page and is presented with payment options like MasterCard and VISA. Applicant enters his card details and clicks 'Proceed'. Then the applicant may see one of the two options: (i.) 3 D Secure page of the Card issuing page for inputing 3D Secure password/OTP (ii.) Transaction is processed without 3D Secure page. After successful completion of transaction, the applicant is redirected on to the https://indianfrro.gov.in/ with a successful receipt of payment.

6.   **How do I know that my Bank participates in 3D Secure transaction?**

If an applicant is presented with a 3D Secure page prompting to enter a password/OTP, this means the Card issuing Bank participates in 3D Secure transaction. If the applicant does not have a transaction password/One time password, he/she should contact the card issuing Bank for support.

7.   **What if a successful page on https://indianfrro.gov.in/ is not shown after completing the transaction?**

The applicant shall be presented with a payment successful page along with reference number. If the applicant does not receive any success message even after card account has been charged, a refund shall be initiated after due reconciliation to the applicants card account.

8.   **How are Refunds processed?**

If a transaction has failed but the applicants card account is debited more than once, the amount shall be refunded to the applicants card account after reconciliation process within seven (7) days of transaction.

9.   **What is the support available for the applicants ?**

SBIePay provides technical support for all payment related transactions at 1800221401 (Timings : 10.30 a.m. to 6.30 p.m. on week-days and from 10.30 a.m. to 2.30 p.m. IST on Saturday)

10. Can an applicant perform more than one transaction for same application number registered at https://indianfrro.gov.in/ ?

An applicant can perform maximum of three transactions for a single application ID.

11. What happens if all three transaction attempts of the applicant fail?

If the applicant cannot succeed in three attempts, a new application is required to be filled and transaction has to be carried out with new application ID.

12. Can https://indianfrro.gov.in/ charge more than one time for an application ID ?

An applicant shall be charged for only once against an application ID. Any double/triple debit shall be refunded after due reconciliation within seven (7) days of transactions.

Technical Information

1. This site is best viewed in Mozilla Firefox, Google Chrome, and Internet Explorer (Windows) version 9.0 and above.
2. The applicant must also have Adobe Acrobat Reader version 7.0 or higher installed on your PC in order to download and print the completed application form.